



**DECLARATION
Utility Application**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled EMPLOYEE SCHEDULING AND SCHEDULE MODIFICATION METHOD AND APPARATUS, the specification of which

(Check One) ☐ is attached hereto OR
☒ was filed on November 19, 1999 as United States Application Serial No. 09/437,833.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code § 119(a)-(d) or § 365(b) of any foreign application(s) for patent or inventor's certificate, or § 365(a) of the PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or of any PCT international application having a filing date before that of the application on which priority is claimed.

| Prior Foreign Application Number(s) | Country | Date of Filing | Priority Claimed | |
|--|---------|----------------|------------------|----|
| | | | Yes | No |
| | | | | |

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below.

| Application Number(s) | Filing Date |
|-----------------------|-------------|
| | |

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s), or §365(c) of any PCT international application designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in Title 37, Code of Federal Regulations 1.56 which became available between the filing date of the prior application and the national or PCT international filing date of this application.

| U.S. Parent Application Number | PCT Parent Number | Parent Filing Date | Status-Patented, Pending or Abandoned |
|-----------------------------------|-------------------|--------------------|---|
| | | | |

I further declare all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements are made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Title 18, United States Code, § 1001 and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

| | | | | | |
|--|-------------------------|------------------------|--------------------------------------|---------------------|--|
| 201 | FULL NAME OF INVENTOR | FIRST name Mark | MIDDLE initial J. | LAST name Pettay | |
| | RESIDENCE & CITIZENSHIP | City Omaha | State or Foreign Country Nebraska | | Country of Citizenship USA |
| | POST OFFICE ADDRESS | 16642 Frederick Circle | | City Omaha | State Nebraska Zip Code 68130 |
| INVENTORS SIGNATURE <u><i>Mark J. Pettay</i></u> Date <u>8/23/02</u> | | | | | |

| | | | | | |
|--|-------------------------|-------------------------------------|--------------------------------------|---------------------|--|
| 202 | FULL NAME OF INVENTOR | FIRST name Jacqueline | MIDDLE initial L. | LAST name Reeves | |
| | RESIDENCE & CITIZENSHIP | City Omaha | State or Foreign Country Nebraska | | Country of Citizenship USA |
| | POST OFFICE ADDRESS | 4041 North 117 th Street | | City Omaha | State Nebraska Zip Code 68164 |
| INVENTORS SIGNATURE <u><i>Jacqueline L. Reeves</i></u> Date <u>8/27/02</u> | | | | | |

| | | | | | |
|---|-------------------------|----------------------|--------------------------------------|--------------------|--|
| 203 | FULL NAME OF INVENTOR | FIRST name Jill | MIDDLE initial M. | LAST name Vacek | |
| | RESIDENCE & CITIZENSHIP | City Blair | State or Foreign Country Nebraska | | Country of Citizenship USA |
| | POST OFFICE ADDRESS | 10785 County Road 34 | | City Blair | State Nebraska Zip Code 68008 |
| INVENTORS SIGNATURE <u><i>Jill M. Vacek</i></u> Date <u>8/26/02</u> | | | | | |



PAT-005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Cook, C. T., et al.Serial No.: **09/437,833**Filed: **November 9, 1999**For: **EMPLOYEE SCHEDULING AND
SCHEDULE MODIFICATION
METHOD AND APPARATUS**

Group Art Unit: 2163

Examiner: Irshadullah, M.

RECEIVED
OCT 17 2002
GROUP 3500**PETITION TO CORRECT INVENTORSHIP UNDER 37 CFR § 1.48(a)**Commissioner for Patents
Washington, D.C. 20231

Sir:

Applicant, pursuant to 37 CFR § 1.48(a), hereby petitions to correct the inventorship in the above-identified patent application by adding the following person as an inventor:

Mark J. Pettay

and by removing the following person as an inventor:

10/16/2002 MMEKDNEN 00000027 09437833

Cameron T. Cook

01 FC:1460

130.00 OP

CERTIFICATE OF MAILING
(37 C.F.R. §1.10)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as 'Express Mail Post Office To Addressee' in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.

EE 896613106 US

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10-11-02

Date of Deposit

Michele A. Zarinelli

Name of Person Mailing Paper

Michele A. Zarinelli

Signature of Person Mailing Paper

Mark J. Pettay was erroneously omitted as inventors from this application when it was filed on November 19, 1999. This petition is supported by the statements of Cameron T. Cook and Mark J. Pettay, attached hereto as Exhibits A and B, respectively, the accompanying declaration of the inventors, the fee set forth in 37 CFR § 1.17(i), and the written consent of the assignee, West Teleservices Holding Company, attached hereto as Exhibit C.

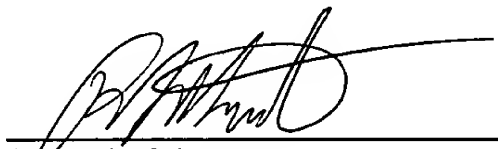
Respectfully submitted,

WEST CORPORATION

Dated: _____

26 AUG 02

By: _____


Rocco L. Adornato
Reg. No. 40,480

11808 Miracle Hills Drive
Omaha, Nebraska 68154
(402) 965-7170



PAT-005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Cook, C. T., et al.

Serial No.: **09/437,833**

Filed: **November 9, 1999**

For: **EMPLOYEE SCHEDULING AND
SCHEDULE MODIFICATION
METHOD AND APPARATUS**

) Group Art Unit: 2163

) Examiner: Irshadullah, M.

REC-
OCT 11 2002
GROUP 3600

WRITTEN CONSENT OF ASSIGNEE UNDER § 3.73(b)

Commissioner for Patents
Washington, D.C. 20231

Sir:

1. I am Thomas B. Barker, President of West Teleservices Holding Company, a Nebraska corporation having its principal place of business at 11808 Miracle Hills Drive, Omaha, Nebraska.

2. West Teleservices Holding Company hereby consents to the change in inventorship of U.S. Patent Application Serial No. 09/437,833 as set forth in the accompanying Petition to Correct Inventorship under 37 CFR § 1.48(a).

CERTIFICATE OF MAILING
(37 C.F.R. §1.10)

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Michele A. Zarinelli
Name of Person Mailing Paper

Michele A. Zarinelli
Signature of Person Mailing Paper

3. West Teleservices Holding Company hereby certifies that it is the assignee of the entire right, title and interest in U.S. Patent Application Serial No. 09/437,833 by virtue of an assignment from the inventor named in U.S. Patent Application Serial No. 09/437,833. The assignment was recorded in the Patent and Trademark Office on February 1, 2000 at Reel 010532, Frame 0090. Photocopies of the assignment and USPTO Notice of Recordation are attached to this Statement. I have reviewed all documents in the chain of title of the patent application and patent identified above and, to the best of my knowledge and belief, title is in the assignee identified above. I am President of West Teleservices Holding Company and empowered to sign this certificate on behalf of the assignee.

4. I hereby declare that all statements made herein of my own knowledge are true, and that all statements made on information and belief are believed to be true; and further, that these statements are made with the knowledge that willful false statements, and the like so made, are punishable by fine or imprisonment, or both, under Section 1001, Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Dated: 1/23/02


By: 
Name: Thomas B. Barker
Title: President



EXHIBIT A

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Cook, C.T., et al.

Serial No.: 09/437,833

Filed: November 9, 1999

For: EMPLOYEE SCHEDULING AND
SCHEDULE MODIFICATION
METHOD AND APPARATUS

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) Group Art Unit: 2163

)
) Examiner: Irshadullah, M.

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GROUP 3500

STATEMENT OF CAMERON T. COOK IN SUPPORT

OF PETITION TO CORRECT INVENTORSHIP UNDER 37 CFR § 1.48(a)

Commissioner for Patents
Washington, D.C. 20231

Sir:

1. I am Cameron Todd Cook, a U.S. citizen, residing at 4309 North 139th Avenue, Omaha, Nebraska 68164. I make this statement in support of the accompanying petition to correct inventorship under 37 CFR § 1.48(a).

2. An error has occurred in the inventorship of the above-identified U.S. Patent Application (Appln. Serial No. 09/437,833) in that my name was

CERTIFICATE OF MAILING
(37 C.F.R. §1.10)

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Michele A. Zarinelli
Name of Person Mailing Paper

Michele A. Zarinelli
Signature of Person Mailing Paper

erroneously listed as an inventor. The inventorship error of including my name as an inventor of the above-identified U.S. Patent Application occurred without any deceptive intent on my part.

3. I further declare that all statements made based on my knowledge are true and that statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under § 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Dated: Aug 27, 2002

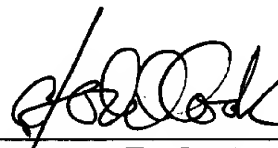

Cameron T. Cook



EXHIBIT B

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Cook, C.T., et al.

Serial No.: **09/437,833**

Filed: **November 9, 1999**

For: **EMPLOYEE SCHEDULING AND
SCHEDULE MODIFICATION
METHOD AND APPARATUS**

)
) Group Art Unit: 2163

)
) Examiner: Irshadullah, M.

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OCT 17 2002
GROUP 3600

STATEMENT OF MARK J. PETTAY IN SUPPORT

OF PETITION TO CORRECT INVENTORSHIP UNDER 37 CFR § 1.48(a)

Commissioner for Patents
Washington, D.C. 20231

Sir:

1. I am Mark J. Pettay, a U.S. citizen, residing at 16642 Frederick Circle, Omaha, Nebraska 68130. I make this statement in support of the accompanying petition to correct inventorship under 37 CFR § 1.48(a).

CERTIFICATE OF MAILING
(37 C.F.R. §1.10)

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as 'Express Mail Post Office To Addressee' in an envelope addressed to the Commissioner for Patents, Washington, D.C. 20231.

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Express Mail Label No.

10-11-02
Date of Deposit

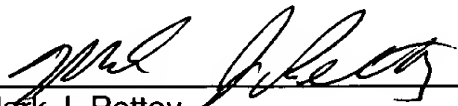
Michele A. Zarinelli
Name of Person Mailing Paper

Michele A. Zarinelli
Signature of Person Mailing Paper

2. An error has occurred in the inventorship of the above-identified U.S. Patent Application (Appln. Serial No. 09/437,833) in that my name was erroneously omitted as an inventor. The inventorship error of failing to include my name as an inventor of the above-identified U.S. Patent Application occurred without any deceptive intent on my part.

3. I further declare that all statements made based on my knowledge are true and that statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under § 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Dated: 8/23/03


Mark J. Pettay